

# Moving Forward

## New NSW LRS Lodgment Office open from Monday 29 June 2020

NSW Land Registry Services (NSW LRS) is excited to provide our customers with an updated and modern Lodgment Office with a number of enhancements.

Construction and planning for the move has proceeded well and as a result we will be moving ahead of schedule. From Monday 29 June 2020 our Lodgment Office will relocate from Queens Square to Level 30, 175 Liverpool Street Sydney.

### The Location

175 Liverpool Street Sydney is located at the southern end of Hyde Park, opposite the Anzac Memorial and close to Museum Train Station. From the site there are views across the Southern CBD.

Level 30 will be directly accessible via the far set of lifts in the lobby of the building.

### Customer enhancements

To prepare for the relocation, the NSW LRS team has undertaken a number of initiatives to review and improve our processes. This has included feedback from our customers which has informed the design of the new Lodgment Office.



### Key Features

**Dedicated concierge** and updated queue management technology

**Streamlined channel** for account holders to present and collect documents

**Process changes** to improve timeliness of image availability for registered documents

**Consultation area** for lodging parties to sit with a consultant

**'Drop and go'** lodgment process and new process for 'uplifts' continued

**Kiosks** to access information online

## COVID-19 safe

We will continue our commitment to provide a COVID-19 safe environment for our customers and staff. This includes:

- **Safety screens** between our staff and customers.
- **Social distancing measures** including markings on the floor and chairs to meet social distancing requirements set by the Government.
- **Continuous improvement** to maintain health and safety.

## Options if you cannot visit us

There are measures to assist customers and lodging parties unable to visit us due to COVID-19 disruptions including:

- **COVID-19 Residual Lodgment** facilitating electronic lodgment of 'residual' documents.
- **COVID-19 Requisition Secure Upload Portal** allowing electronic submission of documents in response to requisitions.
- **Virtual Lodgment Office** upload facility for all correspondence documents currently furnished at the NSW LRS Lodgment Office.

Further information can be found [here](#) and on the [COVID-19 Key Links](#) webpage.



## Enquiries

For further information please call our Contact Centre on (02) 8776 3575 or [Contact Us](#) online.

For enquiries regarding the future of the Registrar General's Building at Queens Square, please contact the Office of the Registrar General on [ORG-Admin@customerservice.nsw.gov.au](mailto:ORG-Admin@customerservice.nsw.gov.au) or 1300 318 998.

